

# CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

## Company Wide Sales Growth

| Restaurant               | 2018     | 2019     | YOY%  |
|--------------------------|----------|----------|-------|
| Staten Island, NY #494   | \$25,208 | \$40,120 | 59.2% |
| Hattiesburg, MS #566     | \$18,115 | \$27,336 | 50.9% |
| Rochester Hills, MI #085 | \$14,650 | \$19,833 | 35.4% |
| Lynnwood, WA #624        | \$16,046 | \$21,707 | 35.3% |
| Sioux City, IA #656      | \$10,913 | \$14,596 | 33.7% |
| St. Cloud, MN #799       | \$15,143 | \$19,546 | 29.1% |
| Amherst, NY #840         | \$13,749 | \$17,487 | 27.2% |
| Cedar Falls, IA #655     | \$18,705 | \$23,776 | 27.1% |
| Covington, LA #610       | \$38,068 | \$47,889 | 25.8% |
| Cupertino, CA #786       | \$32,779 | \$40,793 | 24.4% |

## District Sales Growth

| District        | Region    | WTD%  |
|-----------------|-----------|-------|
| Joe Risnear     | Southeast | 10.0% |
| Jon Fiorentine  | Northeast | 9.5%  |
| Adam Shafran    | Western   | 9.4%  |
| Anthony Chapa   | Southeast | 9.2%  |
| Louis Deignan   | Western   | 8.8%  |
| Brian Pitre     | Southeast | 8.2%  |
| Eric Montes     | Northeast | 7.2%  |
| Todd Bell       | Western   | 6.8%  |
| Richard Balboni | Northeast | 6.5%  |
| James Hamblen   | Southeast | 5.9%  |

## Birthday Sales Growth

| Restaurant               | 2018  | 2019  | WTD%  |
|--------------------------|-------|-------|-------|
| Niles, OH #745           | 5.9%  | 20.1% | 14.2% |
| Hagerstown, MD #772      | 1.3%  | 14.8% | 13.5% |
| Ladera Heights, CA #367  | 4.8%  | 16.0% | 11.2% |
| Fairfax, VA #084         | 12.6% | 23.8% | 11.2% |
| Redwood City, CA #108    | 6.1%  | 16.7% | 10.5% |
| Pensacola, FL #065       | 10.5% | 20.5% | 10.0% |
| Rochester Hills, MI #085 | 13.9% | 23.8% | 9.9%  |
| Albany, GA #520          | 11.4% | 20.9% | 9.5%  |
| Grand Junction, CO #708  | 5.3%  | 14.7% | 9.5%  |
| Orlando, FL #722         | 6.2%  | 15.6% | 9.5%  |

## Tesser Remodels Sales Growth

| Restaurant              | 2018     | 2019     | YOY%  |
|-------------------------|----------|----------|-------|
| Lubbock, TX #933        | \$18,337 | \$28,431 | 55.0% |
| FM 1960, TX #032        | \$25,878 | \$37,687 | 45.6% |
| Pensacola, FL #065      | \$26,204 | \$36,993 | 41.2% |
| El Paso, TX #852        | \$18,569 | \$26,037 | 40.2% |
| SE Las Vegas, NV #311   | \$20,818 | \$27,284 | 31.1% |
| Buford, GA #616         | \$31,512 | \$37,775 | 19.9% |
| Lake Charles, LA #709   | \$26,695 | \$30,993 | 16.1% |
| Foothill Ranch, CA #371 | \$29,587 | \$33,253 | 12.4% |
| Towne South, OK #888    | \$23,189 | \$26,003 | 12.1% |
| Grand Rapids, MI #828   | \$22,606 | \$24,621 | 8.9%  |

## Diamond Pin Earner

We are excited to announce the 2nd Diamond Pin Earner in the entire company, coming once again from the Southeast Region; Max Nase! Max is a part of the Corpus Christi, TX team and has been for the past 1 1/2 years. Back in September of 2018, Max earned his Ruby Pin, and it has been history since then! He is the best party host there is, bringing FUN and excitement to each party he throws. His dedication to make each experience the best for every birthday kid is exceptional. He is the true meaning of Above & Beyond. Max eats, breaths, and sleeps birthday fun. Thank you Max, for all you do. Your Diamond Pin is very much deserved!



**Corpus Christi, TX #454**  
**Melissa Glidewell ~ General Manager**  
**Bill Pressel ~ Area Director**  
**Bill Eich ~ RVP**

~ Max was an amazing party host. He was extremely funny and polite. He made everything super easy. The kids loved him. We loved him. Super Fun! We will request him next time. ~

~ Everything about my host Max was amazing. Wish I could grade higher than a 10. He was so attentive and helpful. I definitely will be booking our next birthday party here and requesting Max. ~

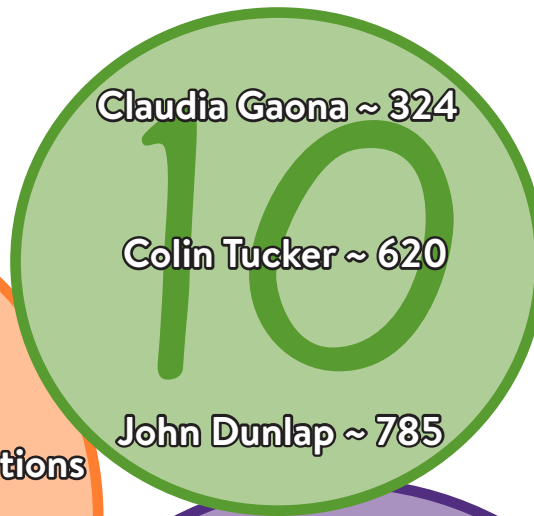
~ Max was an amazing host. Definitely having our other children's birthday parties here. Everyone had a blast. Cannot wait for another party. We will be asking for Max to host our next event. ~

Week 29  
 August 2, 2019



# MILESTONES-

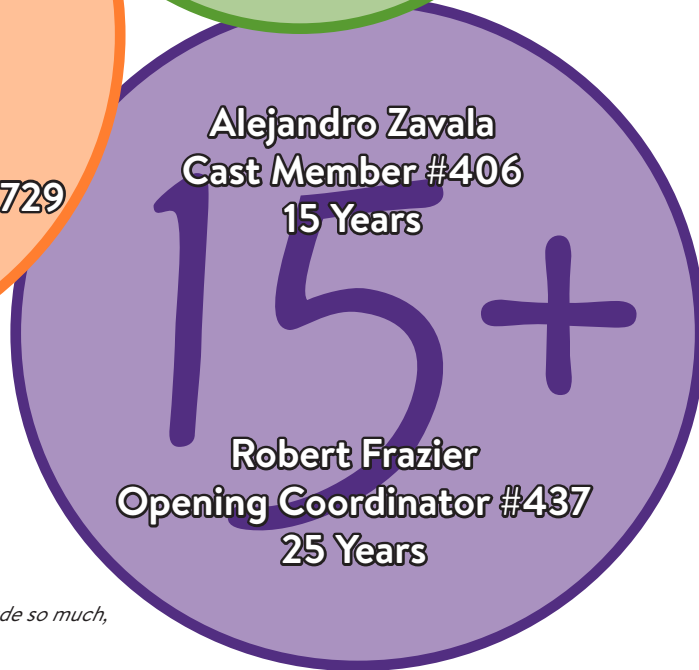
- Reach and Achieve! -



Claudia Gaona ~ 324

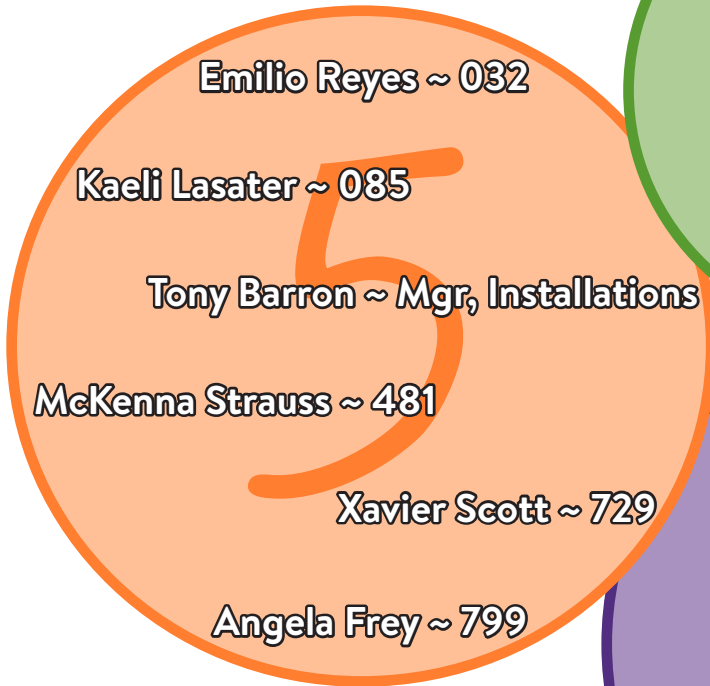
Colin Tucker ~ 620

John Dunlap ~ 785



Alejandro Zavala  
Cast Member #406  
15 Years

Robert Frazier  
Opening Coordinator #437  
25 Years



Emilio Reyes ~ 032

Kaeli Lasater ~ 085

Tony Barron ~ Mgr, Installations

McKenna Strauss ~ 481

Xavier Scott ~ 729

Angela Frey ~ 799



**Einamra Carter**

Team Albany, GA #617

Nestor Rivera, DM

*~ Einamra is an amazing host. We loved her attitude so much, and her smile is infectious. ~*

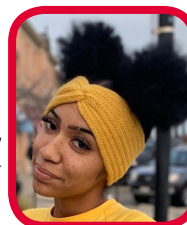


**Asia Emerson**

Team Brentwood, CA #783

Adam Shafran, AD

*~ Asia was a fabulous hostess and made our experience with my daughter's birthday great and lots of fun. Thank you! ~*



**Malachi Calcote**

Team Largo, MD #532

Mike Svoboda, DM

*~ Malachi is a true gem. He was always nearby. He answered all of my questions, he cut the cake, he had a great attitude throughout the entire party. ~*



**Reminder:**

Continue to send in your Ruby Pin achievers to

[learning@cecentertainment.com](mailto:learning@cecentertainment.com) so they can be featured in the Focus!

# DEAR CHUCK E...

- You're the BEST! -

I had the most wonderful time today at my granddaughter's birthday party. I never send emails or take surveys however, I think this was the best party I have had and so worth the money. We paid for the most expensive package and of course added on. We loved the staff and the Manager came to talk to us and ask about our service. We loved everyone and it was like your staff was family and helped so much especially when my granddaughter got tired and grumpy. I would absolutely love you all to show appreciatioon to this staff!



Southeast  
San Antonio Ingram, TX #098  
RVP Bill Eich  
AD Bill Pressel  
GM Jessica Delgado-Evans

I just want to say how much my family enjoys going to this establishment! There is nothing that makes a mom happier than to see her babies having such a great time. We hope to make another trip very soon to let the kids come back if we can fit it into the budget. We just love how family friendly you all are, not to mention the security measures taken to ensure our children's safety. Can't wait to visit again!



Western  
Jonesboro, AR #668  
RVP Jim Brawley  
DM Todd Bell  
GM Kiara Bates

I just wanted to write in and express my experience. Jordan was such a pleasure. He was cleaning when I approached him to ask a few questions about the game cards because it's been so long since we've been in. He greeted me with a smile and asked what he could do for us as soon as I said, 'excuse me'. I asked him about the time and point difference and what happened to some of the items on the menu. He guided me through every question I had with no issue. Made me feel like I had just been there yesterday. After I got all of my questions answered I said thank you, and he replied with of couse please let me know if you need anything else. Most people wouldn't pay attention and that's what's wrong with guest service na a days but he made me feel like family. After I got my card my son and I headed to play games as we were about to start playing he comes uip behind me and asked if we had started playing yet and said our pizza was done. I was so glad because once again most people wouldn't have cared and my son and I would have ate cold pizza. I hope you guys keep him around thiank you for having somone who care enough to go above & beyond for their guests.



Northeast  
NW Columbus, OH #736  
RVP Chris Kelly  
AD Dennis Sanders  
GM Arielle Spade  
Cast Member Jordan



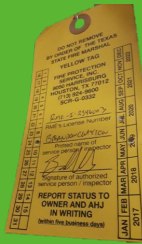
To the staff & owners of Chuck E. Cheese,  
Thank you for hosting such a fun spirit  
night fundraiser for Monarch PK-8 PTO.  
Our students had an absolute blast  
and are already asking if we can do it  
again! We hope to partner with you again  
in the future for another fun evening!  
- The Monarch PK-8 PTO  
Cristy Brawl  
Lore Ridenst  
Vicky Dellara  
Tamar  
Team Superior, CO #711

# THE MORE YOU KNOW...

## Facilities

### Fire Safety Tags

As a reminder, fire safety tags should be kept up to date. Verify each month that all your fire safety tags on your extinguishers, risers, ansul system, and fire panel are current. If you find a tag out of date or if you have a red/yellow tag, notify your facility manager to help you get it fixed.



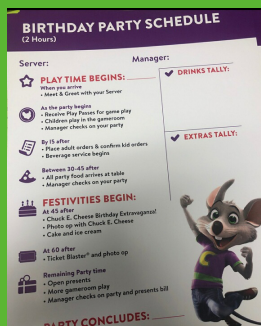
## Learning & Development

### Learning Materials Updates

Over the past several weeks, your Learning & Development Managers have been updating several different documents and materials for you. All of these updates are now complete and available for you to download on the L&D sharepoint page. For a full list of all items included in this update, please refer to the communication sent out by the L&D Department.

## Birthdays

Updated Party Menu Covers are now available! Order them on the Online Marketing Site!



## Risk Management

### Tip of the Week:

When lifting:

- Use your legs, bend at knees, and keep a straight back
- Do not be embarrassed! Ask for help if things are heavy or awkward.



## Marketing

### Gift Card Procedures

What do you do when the gift card processor is down?

Please refer to the updated Gift Card Manual for new standardized procedures.

For further details, please refer to the updated section of the Gift Card Manual located on the Marketing Sharepoint page



## Birthdays

### Birthday Reservation Updates

You can now add your Party Server's names to birthday reservations! This will help with A&B tracking!

05:00 PM 30/30 Mouang Saechao (916) 833-6057 Mouangsaechao

[Deposit Amount] \$50  
[Party Package] - STAR [\$15.99]  
Qty. 10 - Goody Bag-Party Favors [\$3.99]  
Qty. 30 - All You Can Play Games Upgrade-Play [\$7.00]  
Qty. 30 - Adult Soft Drink-Drinks [\$2.79]  
Qty. 3 - Large Specialty-Pizzas [\$21.49]  
Qty. 3 - Large 1 Topping-Pizzas [\$19.48]  
[Promotions]:  
Get 20 Bonus Play Points when you book online.  
100 Bonus Play Points for hosting a Party on Friday or Sunday  
[Cast Member] - Not Available  
[History] +

Chocolate Cup Ice Cream \$ 0.99  
Vanilla Cup Ice Cream \$ 0.99

Store Comment :

Cast Member :

eb) - CONFIRMED - Large 1 Topping - (QTY: 0 To 3)

Enter Party Server name here!





# THE MORE YOU KNOW...

## Star Awards - Q2

### Congratulations to our 2nd Quarter Star Award Recipients!

#### Retention Award

**Sandra Corral**  
Placentia, CA #442

**Johnny Ramirez**  
Harlingen, TX #864

**Shannon Lovette**  
South Toledo, OH #554

**Sharon Dugan**  
Langley, BC #847

**Maria Montefalcon**  
N. Edmonton, AB #835

#### People Pleaser Award

**Louis Daguindeau**  
Brooklyn, NY #522

**Mary Nazario**  
Hartford, CT #468

**Michael Turpel**  
Winchester, VA #119

**Eileen Kirton**  
Frederick, MD #770

**Elisa Castaneda**  
Lynwood, CA #377

#### Party Pleaser Award

**Patricia Martinez**  
El Monte, CA #428

**Shannon Lovette**  
South Toledo, OH #554

**Nathan Pecoraro**  
Brentwood, CA #783

**Nicole Martel**  
Attleboro, MA #464

**Shawn Lowrey**  
Southgate, MI #713

#### Sales Driver Award

**Diana Burrough**  
Hattiesburg, MS #566

**Darlene Rasing**  
Torrance, CA #465

**Cinthia Deleon**  
Concord, CA #379

**Kelly Savage**  
Grand Junction, CO #708

**Nicole Martel**  
Natick, MA #479

#### Community Ambassador Award

**Carlos Depinho**  
N. Miami, FL #435

**Heidi Lupo**  
W. St. Louis, MO #947

**Suzanne Morton**  
Manassas, VA #118

**Oscar Escobar**  
Sun Valley, CA #418

**Yesy Morales**  
Sterling, VA #654

### Regional Training Managers of the Quarter

#### Southeast Region

**Q1 - Betsy Bradshaw**  
Concord, NC #381

**Q2 - Mike Boswell**  
Montgomery, AL #608

#### Northeast Region

**Q1 - Victoria Aversanos**  
Streamwood, IL #059

**Q2 - Isis Vasconcelos**  
Potomac Mills, VA #071

#### Western Region

**Q1 - Joseph Olivio**  
Pico Rivera, CA #440

**Q2 - Joseph Wong**  
Cerritos, CA #362

## Human Resources

### Labor Law Compliance Posters

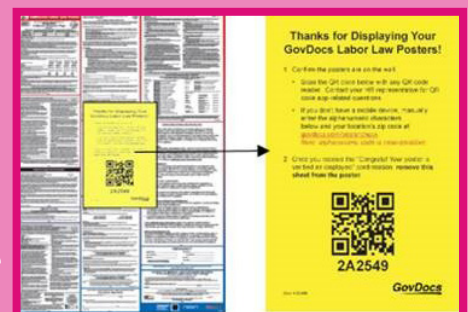
New Labor Law Compliance Posters are on their way!

The HR Department is pleased to announce their partnership with GovDocs, Inc., an employment law and compliance company.

This company will now be providing all CEC and PPP restaurants with all labor law posters required by law, and will automatically send updated posters every time there is a change in law.

Starting this coming week, all restaurants will start receiving new posters in the mail. Once received, replace with poster you currently have, even if it is up to date.

For further details regarding this change, please refer to the communication sent out by L&D



# CAREER GROWTH OPPORTUNITIES

## General Manager

|                   |     |
|-------------------|-----|
| Lancaster, CA     | 049 |
| Fullerton, CA     | 325 |
| Stockton, CA      | 631 |
| Naples, FL        | 778 |
| Saginaw, MI       | 336 |
| Niles, OH         | 745 |
| Oklahoma City, OK | 889 |
| Sioux Falls, SD   | 860 |
| Arlington, TX     | 416 |
| Winchester, VA    | 119 |

## Tech Manager

|                      |     |                 |     |
|----------------------|-----|-----------------|-----|
| Little Rock, AR      | 671 | Largo, MD       | 532 |
| Monrovia, CA         | 390 | Lowell, MA      | 457 |
| San Jose, CA         | 404 | Springfield, MA | 476 |
| Huntington Beach, CA | 406 | Everett, MA     | 755 |
| Waterbury, CT        | 463 | Southgate, MI   | 713 |
| Naples, FL           | 778 | Lincoln, NE     | 568 |
| Douglasville, GA     | 613 | Henderson, NV   | 314 |
| Augusta, GA          | 939 | Jersey City, NJ | 484 |
| Indy Castleton, IN   | 096 | Charlotte, NC   | 039 |
| Indy Wash, IN        | 714 | Springfield, PA | 529 |
| Gaithersburg, MD     | 401 | Austin, TX      | 586 |
|                      |     | Midland, TX     | 928 |

To view all open Chuck E. Cheese positions, visit [www.chuckecheese.com/careers](http://www.chuckecheese.com/careers)

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

